



## **Troubleshooting Pod**





# Below the PowerPoint slides you will see the TROUBLESHOOTING POD.

The Troubleshooting pod can help with:

- Internet bandwidth issues
- Audio issues (speakers and microphones)
- Viewing issues



## **Technical Support Chat Pod**



#### Below the PowerPoint slides you will see the Technical Support CHAT POD.

This is where you can:

• Request technical support





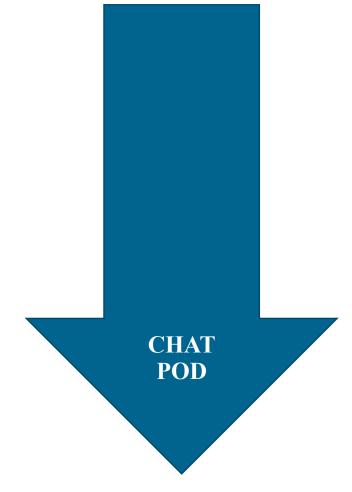
#### **Chat Pod**



# Below the PowerPoint slides you will see the CHAT POD.

This is where you can:

- Post questions for presenters
- Make comments and suggestions





#### Weblinks Pod



# To the right of the PowerPoint slides you will see the Weblinks pod.

To view the weblinks:

• Click the title and then click "Browse to" at the bottom





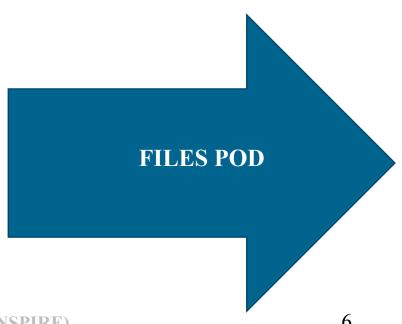
#### Files Pod



#### Below the Weblinks slides you will see the Files pod.

#### To download a file:

• Click the title and then click "Download File(s)" at the bottom





## **Polling Questions**



- We will conduct multiple polling questions.
- Polling questions appear on top of the PowerPoint slides.
- Please answer by selecting within the polling question pod.

Have you participated in a NSPIRE workshop?
a. Yes, I have participated
b. No, I have not particiapted

**TIP:** Unless otherwise directed, you do not need to 'enter' your answer. Selecting an answer automatically submits it when the poll is closed.



## Agenda



- Agenda
- Opening Remarks
- Round 1 Polling Questions
- Introduction
- Breakout Session Guidance

- Breakout Session
- Round 2 Polling Questions
- Session Wrap-Up
- Closing Remarks
- Round 3 Polling Questions



## **Opening Remarks**



- Welcome and Statement of Purpose
- Objectives
  - Gather feedback on critical issues.
  - Engage with diverse stakeholders and key industry groups.
  - Learn from technical experts.



# POLLING QUESTIONS



#### Introduction – Values and Goals







## Introduction - CTQs



- Critical to Quality (CTQ)
  - Reflects a property's condition using three deficiency categories.
- Rationales
  - Clearly expressed and wellsupported statement of why the deficiency is critical to quality.

- The 3 types of CTQ deficiencies:
  - health and safety
  - function and operability, and
  - condition and appearance
- Deficiency Example
  - Blocked exit on building 4 stories or more.
- Rationale Example
  - Health and Safety: Prevents or delays residents from reaching an exit access in case of an emergency

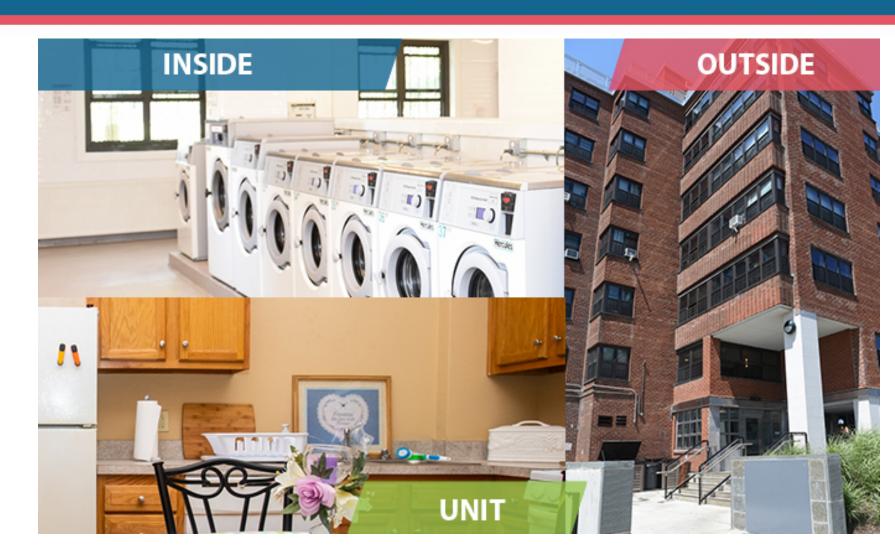


#### Introduction – Inspectable Areas



#### **Inspection Locations**

- Three inspectable areas
- Cite deficiencies where you are standing.
- Impact on health and safety may change applicable standards.





#### Introduction – NSPIRE Standards Example: Bathtub and Shower





- **Definition:** A fixture often found in bathrooms that dispenses clean water used for bathing and self-care as well as contains a method for draining used water.
- Deficiency: Bathtub or shower fails to drain
- Criteria: Water is not draining at all
- **Health Rationale:** If bathtub or shower is not draining, then this limits the resident's ability to clean themselves which may increase their risk of illness or infectious disease.



# Introduction – NSPIRE Health & Safety Determinations



- Criteria: Water is not draining at all
- Standard Health & Safety Determination: This is a standard health and safety issue. A repair, correction, or act of abatement for this deficiency should occur within 30 days.

- Criteria: Smoke alarm does not produce audio or visual alarm when tested
- Severe Health & Safety Determination: This is a life-threatening issue requiring a 24-hour repair, correction, or act of abatement.



## Introduction - Decision-Making Process







#### **Breakout Session Guidance**



- To join the conversation:
  - Select the "Raise Hand" button at the top left of your screen.
  - When the facilitator calls on you, unmute your microphone to speak.
  - When finished speaking, please mute your microphone.
- Be respectful and refrain from interrupting.
- Keep microphone muted when not speaking.







# Breakout Session





#### **Electrical Outlets Standard**



Please take five minutes to review the Electrical Outlets Standard with a focus on deficiencies 2 & 3: Improperly wired outlet; and Inadequate number of outlets. Deficiency 2 covers Inside the Unit, Inside the Building, and Outside the Building. Deficiency 3 covers Inside the Unit, and Inside the Building.

#### **Common Terms:**

- Criteria Lists the criteria to consider for the deficiency. Describes the standard by which the defect is judged.
- **Deficiency** The name and location of the deficiency that applies to the standard. It is a Critical to Quality defect in the built environment. As such, it is most important to the habitability of the property.
- **Definition** Defines the standard.
- **Health and Safety Determination** Lists the applicable determination for the deficiency and briefly describes the determination category.
  - **Severe Life-Threatening** Health & safety deficiencies that could lead to death or serious injury.
  - **Severe Non-Life-Threatening** Health & safety deficiencies that could cause a health or safety threat, or serious burden on the resident.
  - **Standard** Health & safety deficiencies that are less likely to result in death or severe injury.

- **Inspection Process** Describes the process for inspecting the deficiency. Includes how to observe the deficiency and the action to take when the deficiency is observed. Lists any additional information and when to ask for assistance.
- **Inside the Unit** The residential dwelling place.
- **Inside the Building** Common areas, gyms, recreation area, stairwells, etc.
- Outside the Building Parking areas, playgrounds, building exterior, site, etc.
- **Purpose** States the function, use, or purpose the item serves in the built environment.
- **Rationale** Describes why the deficiency is important. Includes the rationale code, category, type, description, and explanation.
- **Time of repair** Lists the time frame for a repair.



#### **Definition**



**Definition:** Installations that connect to an electricity supply.

Purpose: Allows users to safely access power to energize electrical devices.

Common Materials: Metal; Plastic

Components: Receptacle; Outlet; Faceplate

How could the definition and purpose be more clearly or more objectively written? ("Objectively written" is defined as written in a way that two different inspectors can come to the same findings.)

What common materials or components are missing?



## **Deficiency**

Deficiency – The name and location of the deficiency that applies to the standard. It is a critical to quality defect in the built environment. As such, it is most important to the habitability of the property.

**Deficiency 2:** Improperly wired outlet.

Location: Unit, Inside, & Outside

Deficiency 3: Inadequate number of outlets.

**Location:** Unit & Inside

Is this a deficiency HUD should inspect for? Why or why not?

What other conditions might make this deficiency more or less of a problem?



#### Criteria

# SPIRE

Criteria – Lists the criteria to consider for the deficiency. Describes the standard by which the defect is judged.

**Deficiency 2 Criteria:** Outlet does not match the dwelling wiring system (i.e., ground or unground); OR

Outlet is not properly wired or energized.

How could we improve or clarify the criteria?

Are the criteria reasonable? Why or why not?

Are there any unintended consequences to consider?

Are there any special conditions to consider?

Are there differences to consider if this defect is present Inside the Unit or Inside the Building (i.e., shared laundry area)?

Improperly wired outlet.



#### Criteria



Criteria – Lists the criteria to consider for the deficiency. Describes the standard by which the defect is judged.

#### **Deficiency 3 Criteria:**

Living Room and / or Bedroom:

- At least two (2) working outlets; OR
- At least one (1) working outlet and one (1) working, permanently installed ceiling or wall light fixture.

#### Kitchen:

• At least one (1) outlet and one (1) permanent light fixture are present and working.

#### Bathroom:

• At least one (1) permanent light fixture present and working.

How could we improve or clarify the criteria?

What makes this criteria reasonable or unreasonable?

What unintended consequences should be considered?

What special conditions should be considered?

Are there differences to consider if this defect is present in the Unit or Inside the building (outside the Unit)?

**Inadequate number of outlets.** 



### **Inspection Process**



Inspection Process –
Describes the process for inspecting the deficiency.
Includes how to observe the deficiency and the action to take when the deficiency is observed. Lists any additional information and when to ask for assistance.

When an inspector is at the property, they will be conducting the following observations and actions to inspect for the deficiencies.

Inspector Observation for Deficiency 2: Identify all outlets.

#### **Inspector Action for Deficiency 2:**

Two-pronged, ungrounded outlets:

• Using a two-wire tester, determine whether outlet is energized and properly wired.

#### Three-pronged, grounded outlets:

• Using a three-pronged outlet tester, determine whether outlet is properly grounded.

**More Information for Deficiency 2:** A three-prong outlet which is properly protected with a GFCI may not be grounded or a three-prong outlet can be protected through a GFCI circuit breaker located in the electrical subpanel.

Improperly wired outlet.



### **Inspection Process**



Inspection Process —
Describes the process for inspecting the deficiency.
Includes how to observe the deficiency and the action to take when the deficiency is observed. Lists any additional information and when to ask for assistance.

When an inspector is at the property, they will be conducting the following observations and actions to inspect for the deficiencies.

**Inspector Observation for Deficiency 3:** Observe that each room has at least the minimum number of working outlets and fixtures identified within the deficiency criteria.

**Inspector Action for Deficiency 3:** None

More Information for Deficiency 3: Bathroom: An outlet is not required and an outlet cannot be substituted for a permanent light fixture.

Inadequate number of outlets.



## **Inspection Process - Observation**



When an inspector is at the property, they will be conducting the following observations to inspect for the standard.

Inspector Observation for Deficiency 2: Identify all outlets.

Inspector Observation for Deficiency 3: Observe that each room has at least the minimum number of working outlets and fixtures identified within the deficiency criteria.

What are the ambiguities to the above observations?

How can the inspection observation process be improved?

What other areas should be looked at?

What else should inspectors be looking for?

What might be missing from the inspection observation process?

Improperly wired outlet.

**Inadequate number of outlets.** 



### **Inspection Process - Action**



When an inspector is at the property, they will be conducting the following actions to inspect for the standard.

#### **Inspector Action for Deficiency 2:**

#### Two-pronged, ungrounded outlets:

• Using a two-wire tester, determine whether outlet is energized and properly wired.

#### Three-pronged, grounded outlets:

• Using a three-pronged outlet tester, determine whether outlet is properly grounded.

What tools should be used in the inspection process?

How might this action differ if this defect is present in the Unit or Inside the building (outside the Unit)?

What other actions would you recommend that an inspector take to inspect for these deficiencies?

Improperly wired outlet.



## Health & Safety Determination & Rationale



Health and Safety
Determination – Lists the applicable determination for the deficiency and briefly describes the determination category.

Rationale – Describes why the deficiency is important. Includes the rationale code, category, type, description, and explanation.

Improperly wired outlet.

Health & Safety Determination 2: This is a standard health and safety issue. A repair, correction, or act of abatement for this deficiency should occur within 30 days.

Rationale: If outlet is not properly wired, then the safety of devices the resident uses daily may be jeopardized.

Should this deficiency be considered a health and safety risk? Why or why not?

Do you believe the rationale supports this deficiency?

How can we further clarify the rationale?

What other health and safety risks should we consider?



## Health & Safety Determination & Rationale



Health and Safety
Determination – Lists the applicable determination for the deficiency and briefly describes the determination category.

Rationale – Describes why the deficiency is important. Includes the rationale code, category, type, description, and explanation.

Inadequate number of outlets.

Health & Safety Determination 3: This is a standard health and safety issue. A repair, correction, or act of abatement for this deficiency should occur within 30 days.

Rationale: If this defect is present, then the resident may be at a higher risk of injury due to inability to adequately illuminate the space.

Should this standard be considered a health and safety risk? Why or why not?

Do you believe the rationale supports this deficiency?

How can we further clarify the rationale?

What other health and safety risks should we consider?



### Time of Repair



Time of Repair – Lists the time frame for a repair.

**Deficiency 2 Correction Timeframe: 30 days** 

**Deficiency 2 HCV Correction Timeframe: 30 days** 

**Deficiency 3 Correction Timeframe: 30 days** 

**Deficiency 3 HCV Correction Timeframe: 30 days** 

Are these correction timeframes appropriate? Why or why not?

Improperly wired outlet.

**Inadequate number of outlets.** 



## Housing Choice Voucher Program



- How should the Housing Choice Voucher (HCV) program rate this deficiency? Should the rating be a pass or fail? Why or why not?
- For the HCV Program, are there differences to consider if this defect is present Inside the Unit or Inside the Building (i.e., shared laundry area)?
- What are the conditions that might make these deficiencies more or less of a problem?

Improperly wired outlet.

**Inadequate number of outlets.** 



### Final Thoughts



- What else would you like to add about this standard?
- What other recommendations, ideas, or concerns would you like to add about the NSPIRE Standards?
- What other recommendations, ideas, or concerns would you like to add about the NSPIRE inspection process or program?







#### **Exposed Electrical Conductor Standard**



Please take five minutes to review the Exposed Electrical Conductor Standard with a focus on deficiency 1: Exposed electrical wire. Deficiency 1 covers Inside the Unit, Inside the Building, and Outside the Building.

#### **Common Terms:**

- **Criteria** Lists the criteria to consider for the deficiency. Describes the standard by which the defect is judged.
- **Deficiency** The name and location of the deficiency that applies to the standard. It is a Critical to Quality defect in the built environment. As such, it is most important to the habitability of the property.
- **Definition** Defines the standard.
- **Health and Safety Determination** Lists the applicable determination for the deficiency and briefly describes the determination category.
  - **Severe Life-Threatening** Health & safety deficiencies that could lead to death or serious injury.
  - Severe Non-Life-Threatening Health & safety deficiencies that could cause a health or safety threat, or serious burden on the resident.
  - **Standard** Health & safety deficiencies that are less likely to result in death or severe injury.

- **Inspection Process** Describes the process for inspecting the deficiency. Includes how to observe the deficiency and the action to take when the deficiency is observed. Lists any additional information and when to ask for assistance.
- **Inside the Unit** The residential dwelling place.
- **Inside the Building** Common areas, gyms, recreation area, stairwells, etc.
- Outside the Building Parking areas, playgrounds, building exterior, site, etc.
- **Purpose** States the function, use, or purpose the item serves in the built environment.
- **Rationale** Describes why the deficiency is important. Includes the rationale code, category, type, description, and explanation.
- **Time of repair** Lists the time frame for a repair.





**Definition:** A hazard that exists when any wire and electrical conductor is easily accessible or visible and not concealed by conduit, jacketing, sheathing, or an approved electrical enclosure.

Purpose: None.

Common Materials: Copper; Plastic; Metal; Aluminum

Components: Wires; Electrical conductor; Busbar; Terminal; Wire connection; Cables; Junction box

How could the definition and purpose be more clearly or more objectively written? ("Objectively written" is defined as written in a way that two different inspectors can come to the same findings.)

What common materials or components are missing?



#### **Deficiency**

Deficiency – The name and location of the deficiency that applies to the standard. It is a critical to quality defect in the built environment. As such, it is most important to the habitability of the property.

**Deficiency 1:** Exposed electrical wire.

Location: Unit, Inside, & Outside

Is this a deficiency HUD should inspect for? Why or why not? What other conditions might make this deficiency more or less of a problem?



Criteria – Lists the criteria to consider for the deficiency. Describes the standard by which the defect is judged.

Deficiency 1 Criteria: There is exposed electrical wiring.

How could we improve or clarify the criteria?

What makes this criteria reasonable or unreasonable?

What unintended consequences should be considered?

What special conditions should be considered?

Are there differences to consider if this defect is present Inside the Unit or Inside the Building (i.e., shared laundry area)?

**Exposed electrical wire** 



#### **Inspection Process**



Inspection Process –
Describes the process for inspecting the deficiency.
Includes how to observe the deficiency and the action to take when the deficiency is observed. Lists any additional information and when to ask for assistance.

**Exposed electrical wire** 

When an inspector is at the property, they will be conducting the following observations and actions to inspect for the deficiencies.

**Inspector Observation for Deficiency 1:** Look at all inspectable items powered by electricity, including but not limited to:

- Major appliances
- Lights
- Outlets
- Smoke detectors
- Building system (e.g. fire alarms, emergency lighting in SROs)

Look for any wires or conductors that are not concealed by jacketing, conduit, sheathing, or an electrical enclosure (e.g. faceplate, lid, cover, door, or fixture).

**Inspector Action for Deficiency 1:** None.

More Information for Deficiency 1: This defect includes:

- Meter bases from weather head to ground level
- Knockouts
- Please view the standard for more information.



#### **Inspection Process - Observation**



When an inspector is at the property, they will be conducting the following observations to inspect for the standard.

**Inspector Observation for Deficiency 1:** Look at all inspectable items powered by electricity, including but not limited to:

- Major appliances
- Lights
- Outlets
- Smoke detectors
- Building system (e.g. fire alarms, emergency lighting in SROs)

Look for any wires or conductors that are not concealed by jacketing, conduit, sheathing, or an electrical enclosure (e.g. faceplate, lid, cover, door, or fixture)

What are the ambiguities to the above observations?

How can the inspection observation process be improved?

What other areas should be looked at?

What else should inspectors be looking for?

What might be missing from the inspection observation process?

**Exposed electrical wire** 



## Health & Safety Determination & Rationale



Health and Safety
Determination – Lists the applicable determination for the deficiency and briefly describes the determination category.

Rationale – Describes why the deficiency is important. Includes the rationale code, category, type, description, and explanation.

**Exposed electrical wire** 

**Health & Safety Determination 1:** This is a life-threatening issue requiring a 24-hour repair, correction, or act of abatement.

**Rationale:** If there are exposed electrical wires, then resident could be at risk for electric shock. If there are exposed electrical wires, then there is an increased probability of an electrical fire.

Should this deficiency be considered a health and safety risk? Why or why not?

Do you believe the rationale supports this deficiency?

How can we further clarify the rationale?

What other health and safety risks should we consider?



#### Time of Repair



Time of Repair – Lists the time frame for a repair.

Deficiency 1 Correction Timeframe: 24 hours

**Deficiency 1 HCV Correction Timeframe: 24 hours** 

Are these correction timeframes appropriate? Why or why not?

**Exposed electrical wire** 



### Housing Choice Voucher Program



- How should the Housing Choice Voucher (HCV) program rate this deficiency? Should the rating be a pass or fail? Why or why not?
- For the HCV Program, are there differences to consider if this defect is present Inside the Unit or Inside the Building (i.e., shared laundry area)?
- What are the conditions that might make these deficiencies more or less of a problem?

**Exposed electrical wire** 



#### Final Thoughts



- What else would you like to add about this standard?
- What other recommendations, ideas, or concerns would you like to add about the NSPIRE Standards?
- What other recommendations, ideas, or concerns would you like to add about the NSPIRE inspection process or program?







#### GFCI & AFCI Standard



Please take five minutes to review the Ground Fault Circuit Interrupter (GFCI) & Arc Fault Circuit Interrupter (AFCI) Standard with a focus on deficiency 1: GFCI and AFCI test and reset buttons are inoperable. Deficiency 1 covers Inside the Unit, Inside the Building, and Outside the Building.

#### **Common Terms:**

- Criteria Lists the criteria to consider for the deficiency. Describes the standard by which the defect is judged.
- **Deficiency** The name and location of the deficiency that applies to the standard. It is a Critical to Quality defect in the built environment. As such, it is most important to the habitability of the property.
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  - **Standard** Health & safety deficiencies that are less likely to result in death or severe injury.

- **Inspection Process** Describes the process for inspecting the deficiency. Includes how to observe the deficiency and the action to take when the deficiency is observed. Lists any additional information and when to ask for assistance.
- **Inside the Unit** The residential dwelling place.
- Inside the Building Common areas, gyms, recreation area, stairwells, etc.
- Outside the Building Parking areas, playgrounds, building exterior, site, etc.
- **Purpose** States the function, use, or purpose the item serves in the built environment.
- Rationale Describes why the deficiency is important. Includes the rationale code, category, type, description, and explanation.
- **Time of repair** Lists the time frame for a repair.





**Definition:** Electrical protection devices.

Purpose: Protect individuals from electrical shock due to ground faults and against fires caused by arc faults.

Common Materials: Metal; Plastic

**Components:** Receptacle or outlet; Faceplate; Test and reset buttons; Circuit breaker

How could the definition and purpose be more clearly or more objectively written? ("Objectively written" is defined as written in a way that two different inspectors can come to the same findings.)

What common materials or components are missing?



#### **Deficiency**

Deficiency – The name and location of the deficiency that applies to the standard. It is a critical to quality defect in the built environment. As such, it is most important to the habitability of the property.

Deficiency 1: GFCI and AFCI test and reset buttons are inoperable.

Location: Unit, Inside, & Outside

Is this a deficiency HUD should inspect for? Why or why not? What other conditions might make this deficiency more or less of a problem?



#### Criteria

# SPIRE

Criteria – Lists the criteria to consider for the deficiency. Describes the standard by which the defect is judged.

**Deficiency 1 Criteria:** Test and reset buttons are inoperable (i.e., overall system or component thereof not meeting function or purpose; with or without visible damage).

How could we improve or clarify the criteria?

What makes this criteria reasonable or unreasonable?

What unintended consequences should be considered?

What special conditions should be considered?

Are there differences to consider if this defect is present Inside the Unit or Inside the Building (i.e., shared laundry room)?



#### **Inspection Process**



Inspection Process –
Describes the process for inspecting the deficiency.
Includes how to observe the deficiency and the action to take when the deficiency is observed. Lists any additional information and when to ask for assistance.

When an inspector is at the property, they will be conducting the following observations and actions to inspect for the deficiencies.

**Inspector Observation for Deficiency 1:** Look for GFCI outlets or breakers and AFCI breakers.

#### **Inspector Action for Deficiency 1:**

- Test the functionality by engaging the test and reset buttons.
- If the electrical run is protected, then use electrical testing device to trigger response at the outlet level.

**More Information for Deficiency 1:** Some outlets are wired in series and may have one GFCI/AFCI that provides protection to the entire series.



#### **Inspection Process - Observation**



When an inspector is at the property, they will be conducting the following observations to inspect for the standard.

**Inspector Observation for Deficiency 1:** Look for GFCI outlets or breakers and AFCI breakers.

What are the ambiguities to the above observations?

How can the inspection observation process be improved?

What other areas should be looked at?

What else should inspectors be looking for?

What might be missing from the inspection observation process?



## Health & Safety Determination & Rationale



Health and Safety
Determination – Lists the applicable determination for the deficiency and briefly describes the determination category.

Rationale – Describes why the deficiency is important. Includes the rationale code, category, type, description, and explanation.

GFCI and AFCI test and reset buttons are inoperable. Health & Safety Determination 1: This is a standard health and safety issue. A repair, correction, or act of abatement for this deficiency should occur within 30 days.

Rationale: If test and reset buttons are inoperable, and an electrical fault is present, then resident could be exposed to electric shock.

Should this deficiency be considered a health and safety risk? Why or why not?

Do you believe the rationale supports this deficiency?

How can we further clarify the rationale?

What other health and safety risks should we consider?



#### Time of Repair



Time of Repair – Lists the time frame for a repair.

Deficiency 1 Correction Timeframe: 30 days

**Deficiency 1 HCV Correction Timeframe: 30 days** 

Are these correction timeframes appropriate? Why or why not?



### Housing Choice Voucher Program



- How should the Housing Choice Voucher (HCV) program rate this deficiency? Should the rating be a pass or fail? Why or why not?
- For the HCV Program, are there differences to consider if this defect is present Inside the Unit or Inside the Building (i.e., shared laundry area)?
- What are the conditions that might make these deficiencies more or less of a problem?



#### Final Thoughts



- What else would you like to add about this standard?
- What other recommendations, ideas, or concerns would you like to add about the NSPIRE Standards?
- What other recommendations, ideas, or concerns would you like to add about the NSPIRE inspection process or program?





#### Session Wrap-Up



- Breakout Room 1: Electrical Outlets Standard
  - Deficiency 2 Improperly wired outlet.
  - Deficiency 3 Inadequate number of outlets.
- Breakout Room 2: Exposed Electrical Conductor Standard
  - Deficiency 1 Exposed electrical wire.
- Breakout Room 3: GFCI / AFCI Standard
  - Deficiency 1 GFCI and AFCI test and reset buttons are inoperable.



# POLLING QUESTIONS



#### **Closing Remarks**







# POLLING QUESTIONS

